

# Frequently Asked Questions

## **How much does this program cost?**

The program is **free** of charge thanks to our wonderful funders of this project, the Joyce Foundation and the Raikes Foundation.

## **Where can I find more information about the program?**

Great question, you can find more information about the program on our website, [perts.net/social-belonging](https://perts.net/social-belonging) and in the printable [Program Information Packet](#). If you can't find the answer to your question, please send an email to [support@perts.net](mailto:support@perts.net) and we'll be happy to help you out!

## **Is my college eligible for the program?**

Social-Belonging for College Students is open to traditional 4-year colleges and universities in the United States. This program is not suitable for 2-year colleges as the materials have been designed to anticipate common challenges and worries in the transition to four-year colleges. The program is unlikely to be effective if students feel like the materials do not apply to their transition to college.

## **Who should receive the social-belonging program?**

The program should be administered to only incoming first-year college students. The program has been developed to address common worries and challenges that first-year students experience in the transition to college, so it isn't appropriate for other students.

## **Is there a minimum or maximum number of students that must participate?**

There are no strict limits; however, we encourage colleges to enroll as many students as possible. The reports provided back to colleges will be richer and more meaningful if there are more data.

## **Do we need IRB approval to participate in this program?**

IRB approval should not be required for this project because it is quality improvement research. That is, PERTS will provide services to participating colleges to help them improve student outcomes and/or instructional practices.

**What type of data will PERTS be collecting and why?**

In a nutshell, we are collecting students' survey responses and unique identifiers so that we can help colleges accurately track students' participation and assess implementation fidelity and impact. Once identifiable data are no longer needed for these purposes, they will be destroyed unless we get explicit permission from your college. We will not share any identifiable data with anyone besides authorized users at your college and individuals on the PERTS staff who must have access to such data (unless we're required by law to do so).

**Do we have to provide PERTS with follow-up data?**

No, we will not be collecting longitudinal survey responses, follow-up GPA, or persistence tracking data.

**After I've created a user account, how do I sign back into my Dashboard?**

You can sign back in to your Dashboard by going directly to [perts.net/login](https://perts.net/login) or at [perts.net/social-belonging](https://perts.net/social-belonging).

**How should I describe this program to students?**

The Facilitator Instructions provide specific instructions about how to describe the program to students. It is important to follow them closely because mindset programs become less effective if they are described as interventions intended to help students (see Yeager et al., 2016b). For example, describing the program as an intervention intended to help students can cause students to become defensive and to view participation as stigmatizing. This prevents the internalization that is critical for the program's success. Instead, you can describe the program as a way to better understand how students learn and what schools can do to make school a better place for them.

**Should I provide students incentives to participate (e.g. a \$5 gift card, entry to a raffle)?**

We recommend against using incentives as they may indicate to students that this program is elective or extra, rather than something all students are encouraged and

expected to do. This can lower student participation rates and might change the way students experience the program.

### **Where is my college's participation code?**

Your participation code is in the Facilitator Instructions located on your [Dashboard](#). Click the “Tasks” button > Step 2 > Orient Your Team > Facilitator Instructions.

### **Can I get a list of student IDs or names who have completed the program?**

Yes, you can get student completion information by clicking the “Participation” button on your [Dashboard](#). Once you click the “Participation” button, you can adjust the time range to view different participation windows by changing the “Start” and “End” dates at the top of the screen. Finally, you’ll click “Download IDs for time range.”

### **How do I know a student has given me a valid completion code?**

You can verify the participation code by keeping a couple of things in mind. Codes can be 5 to 9 digits but the last 4 digits will always be the same. The digits before that can be anywhere between 1 to 10000. Please also note that although it is possible, it is unlikely that students will have the same exact code.

### **Does the student have to complete the program in one sitting?**

Although we recommend completing the program in one sitting, the student can continue participation by signing back into the program using the same login method they used previously.

### **What if I have other questions?**

You can always email us at [support@perts.net](mailto:support@perts.net). If you need technical support, visit the Troubleshooting section in the Facilitator Instructions.